



**MONTANA STATE HOSPITAL  
MENTAL HEALTH GROUP HOME  
POLICY AND PROCEDURE**

**CRISIS TELEPHONE SERVICES FOR  
MONTANA STATE HOSPITAL MENTAL HEALTH GROUP HOMES**

**Effective Date:** December 9, 2015

**Policy #:** MSH MHGH-12

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- I. PURPOSE:** The purpose of this policy is to establish a Crisis Telephone Service for the residents of the Montana State Hospital (MSH) Mental Health Group Homes (MHGH).
- II. POLICY:** It is the policy of the MSH MHGH to provide crisis telephone services to the residents of the MSH MHGH 24 hours a day, 7 days a week. Pursuant to the letter of agreement between the MSH MHGH and the MSH, crisis telephone services are provided to the mental health center residents by trained staff of MSH.

Only those hospital staff that have received training and instructions in the following areas will be responsible for responding to crisis calls:

- i. The policies and procedures of the mental health center for crisis intervention services;
- ii. Crisis intervention techniques;
- iii. Conducting assessments of risk of harm to self or others and prevention approaches;
- iv. The process for voluntary and involuntary hospitalizations;
- v. The signs and symptoms of mental illness; and
- vi. The appropriate utilization of community services.

**III. DEFINITIONS:**

- A. Crisis Call Documentation Note: A form note that is filled out by an appropriately trained staff member of MSH, when a crisis call is received. This note includes the date and time of the call, the name of the staff member involved, identifying data about the call, the nature of the emergency including an assessment of dangerousness/lethality, medical concerns and social support and the result of the intervention. A copy of the crisis call documentation note is maintained in the client's medical record as well as a separate tracking folder consisting of all crisis calls received.

**IV. RESPONSIBILITIES:**

- A. Program Manager: The MSH MHGH Program Manager will ensure that all clients of the MSH MHGH are informed of this policy during their orientation to the MSH

MHGHs. The MSH MHGH Program Manager will ensure that the phone number to MSH is posted in plain view at all times. The MSH MHGH Program Manager ensures that all Nurse Managers/Supervisors are trained in the areas identified above and documentation of the training is forwarded to MSH Staff Development and the Personnel Departments.

- B. Hospital Operational Specialists: Ensure the prompt forwarding of crisis call to the appropriate personnel.

**V. PROCEDURE:**

- A. All Nurse Managers/Supervisors will be trained in the areas identified above. Documentation of their training will be maintained in their personnel files.
- B. MSH MHGH Residents will be instructed to notify MSH MHGH staff who will notify the resident's originating unit Nurse Managers/Supervisors. If not available, MSH MHGH staff will notify the Director of Nursing, Associate Director of Nursing or Nursing House Supervisor.
- C. The Nurse Manager/Supervisor will perform a risk assessment and assess the MSH MHGH resident.
- D. The Nurse Manager/Supervisor will consult the Licensed Independent Practitioner (LIP) if clinically indicated.
- E. The Nurse Manager/Supervisor will assess the MSH MHGH client in the same manner, including consultation with the LIP, should the client present in person to the MSH MHGH/TCU in crisis.
- F. Appropriate action will be taken to ensure the safety and well-being of the client.
- G. The Nurse Manager/Supervisor will complete a Crisis Call Documentation Note (Attachment A). The note will be maintained in the client's file as well as a copy placed in a crisis call tracking folder.

**VI. REFERENCES:** Administrative Rules of Montana Health Care Facilities, Subchapter 12, Minimum Standards for Mental Health Centers, 37.106.1945.

**VII. COLLABORATED WITH:** Hospital Administrator, Medical Director, Director of Clinical Services; MSH Director of Nursing; MSH Director of Quality Improvement; Program Manager of the Montana State Hospital Mental Health Group Homes.

**VIII. RESCISSIONS:** #TCU-12, *Crisis Telephone Services* dated December 16, 2013; #TCU-12, *Crisis Telephone Services* dated January 27, 2012; #TCU-12, *Crisis Telephone*

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*Services dated January 18, 2009; #TCU-12, Crisis Telephone Services dated January 18, 2006; #TCU-12, Crisis Telephone Services dated January 6, 2003.*

- IX. DISTRIBUTION:** MSH MHGH Policy and Procedure Manuals
- X. ANNUAL REVIEW AND AUTHORIZATION:** This policy is subject to annual review and authorization for use by either the Administrator or the Medical Director with written documentation of the review per ARM § 37-16-330.
- XI. FOLLOW-UP RESPONSIBILITY:** Program Manager of the Montana State Hospital Mental Health Group Homes.
- XII. ATTACHMENTS:** [Attachment A- Crisis Call Documentation Note](#)

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John W. Glueckert                      Date  
Hospital Administrator

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Thomas Gray, MD                      Date  
Medical Director

## CRISIS CALL DOCUMENTATION NOTE

Date of Call:

Name of staff involved:

Identifying data:

The nature of the emergency, including an assessment of dangerousness/lethality, medical concerns and social support:

The result of the intervention: